

**UNIVERSITY OF THE PHILIPPINES**  
**CENTER FOR WOMEN'S AND GENDER STUDIES**  
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**Protocol for the Frontline Service:  
Gender-Sensitive Psychosocial Assistance and Peer Counseling**

This frontline service exists to fulfill the need for a gender-sensitive and feminist approach to addressing some of the psychosocial needs of members of the UP community – students, employees, campus residents, and alumni – as well as those who are referred from outside the University. In particular, the service is aimed at meeting the needs of women and LGBT persons who require psychological first aid and peer counseling for difficulties arising from gender-based violence and other gender-related issues.

**Schedule of Availability of Service:**

Tuesday and Thursday afternoons

**Who May Avail of the Service:**

Women and LGBT persons from the UP community (students, employees, alumni, and residents) as well as those referred from outside the University

**How to Start Availing of the Service:**

By appointment, through the following steps:

1. Interested individuals may inquire about the service at UP CWGS either in person, through the phone or online.
2. The information staff who receives the inquiries asks potential clients to schedule a session by contacting the peer counselor through email (email address: [upcws.counseling@gmail.com](mailto:upcws.counseling@gmail.com)) or through text message (using the designated mobile number).
3. The peer counselor acknowledges the queries of interested individuals/potential clients, obtains initial information, and determines the validity and urgency of the requests. When applicable, she schedules the initial session for the next available time on Tuesday/Thursday afternoons.

**How the Service is Provided:**

1. The peer counselor meets with interested individuals/potential clients for the first session as scheduled. During the intake interview, she tries to find out more about the nature and background of the presenting issues/ difficulties. She provides psychosocial assistance as needed, and determines, together with the


client, the next steps. The next steps may consist of one or several of the following:

- a. Continued peer counseling sessions to be scheduled as needed with the peer counselor.
- b. Referral to the UP Diliman Gender Office (UP DGO) or the Office of Anti-Sexual Harassment (OASH) for students who may need to avail of necessary services from these offices.
- c. Referral to other offices within the University as needed such as the Office for Student Housing or the Office of Counseling and Guidance or the student's own college/unit for specific assistance.
- d. Referral to the UP Infirmary for health concerns especially if consultations with a psychiatrist may be recommended. Individuals may also be referred to Dr. Alma Jimenez of the UP Manila for gender-sensitive psychiatric care.
- e. Referral to feminist/gender-sensitive psychologists when necessary (e.g., Dr. Sylvia Estrada-Claudio, the UP Psychology Department, the Psychology Association of the Philippines).
- f. Referral to non-government organizations and institutions (e.g., ACHIEVE, PAP LGBT SIG, ACHIEVE) for relevant concerns such as on reproductive health, LGBT support, HIV-AIDS issues.
- g. Referral to the women's desk in the client's own barangay for cases where the client needs to request a Barangay Protection Order or needs to coordinate with the barangay authorities on specific issues.
- h. Referral to the women's desk in the relevant police units for cases involving alleged crimes that require police assistance or documentation.
- i. Referral to a health clinic or hospital (e.g., The Philippine General Hospital) in cases where medico-legal assistance is needed such as for rape or domestic violence victims.
- j. Referral to a gender-sensitive lawyer (e.g., The Office of Legal Aid at the UP College of Law) or a feminist non-government organization providing legal assistance (e.g. Women's Legal Bureau) for cases where legal information or intervention may be necessary.

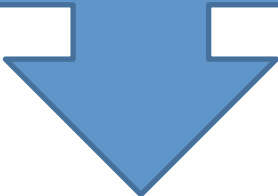
2. With the client's consent or knowledge, the peer counselor may also contact the client's family members or support group, especially in cases where there may be risk of self-harm or suicide.
3. The peer counselor keeps confidential records of clients, and makes peer counseling notes. She prepares regular reports on client numbers and needs, and other relevant information, without breaking client confidentiality.
4. The peer counselor terminates psychosocial assistance with the agreement or knowledge of the client at the appropriate time.

## HOW TO START AVAILING OF GENDER-SENSITIVE PSYCHOSOCIAL ASSISTANCE

1. Interested individuals may inquire about the service at UP CWGS either in person, through the phone or online.



2. The information staff who receives the inquiries asks potential clients to schedule a session with the peer counselor through email (email address: [upcws.counseling@gmail.com](mailto:upcws.counseling@gmail.com)) or through text message (using the designated mobile number).



3. The peer counselor acknowledges the queries of interested individuals/potential clients, obtains initial information, and determines the validity and urgency of the requests. When applicable, she schedules the initial session for the next available time on Tuesday/Thursday afternoons.

**PROVISION OF GENDER-SENSITIVE PSYCHOSOCIAL ASSISTANCE  
AND PEER COUNSELING: A FLOWCHART**

